

Title : Managing the Development Process of the Service Management System

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Major : Computer Science

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Type of presentation* (choose 1) : Oral Presentation
 Poster
 Cooperative Education

ABSTRACT

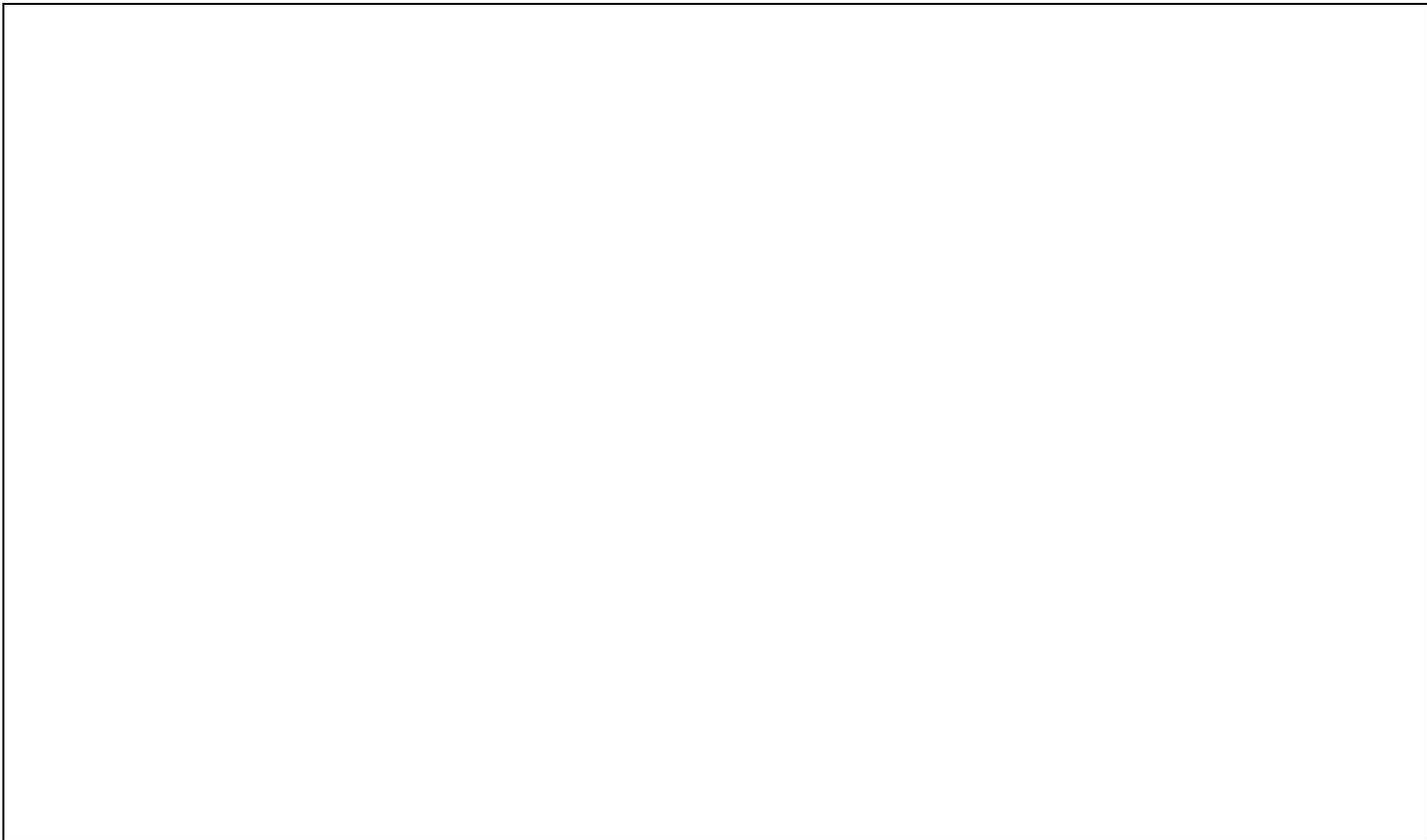
The Service Management System is a Customer Relationship Management (CRM) tool designed as an internal software system for organizational use. Its primary goal is to facilitate business-to-business (B2B) customer relationship management and tracking. Other stakeholders and sensitive information are kept confidential. The cooperative education student was responsible for managing the entire development process of this system, from inception to completion, including team management and customer coordination.

During the project development, the student applied a combination of Agile methodology and waterfall methodology to project management. This included planning, budgeting, scheduling, defining the project scope, and managing both the team and customer interactions effectively. Additionally, the student utilized various technologies such as Golang, Vue.js, MySQL, and frameworks like Fiber (Go), Quasar Framework, Tailwind CSS, and Nuxt.js to develop the system.

The outcome of managing the development process of the service management system resulted in a fully functional and efficient system that significantly improved the workflow of the company's customer relations department.

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Title name guide.

ADVISOR title name / แปลไทย	
Professor Dr.	ศาสตราจารย์ ดร.
Professor	ศาสตราจารย์
Associate Professor Dr.	รองศาสตราจารย์ ดร.
Associate Professor	รองศาสตราจารย์
Assistant Professor Dr.	ผู้ช่วยศาสตราจารย์ ดร.
Assistant Professor	ผู้ช่วยศาสตราจารย์
Dr.	ดร.
Lecturer	อาจารย์
Mrs.	นาง
Ms.	นางสาว
Mr.	นาย

Major name guide.

SCIENCE MAJOR name / แปล	
Biology	ชีววิทยา
Microbiology	จุลชีววิทยา
Zoology	สัตววิทยา
Biochemistry and Biochemical Technology or Biochemistry and Biochemical Innovation	ชีวเคมีและชีวเคมีเทคโนโลยี หรือ ชีวเคมีและชีวเคมีนวัตกรรม
Chemistry	เคมี
Industrial Chemistry	เคมีอุตสาหกรรม
Materials Science	วัสดุศาสตร์
Physics	ฟิสิกส์
Computer Science	วิทยาการคอมพิวเตอร์
Data Science	วิทยาการข้อมูล
Mathematics	คณิตศาสตร์
Statistics	สถิติ

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Gemology	อัญมณีวิทยา
Geology	ธรณีวิทยา
Environmental Science	วิทยาศาสตร์สิ่งแวดล้อม

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